

SIX TIPS

TO HELP YOU HAVE
DIFFICULT CONVERSATIONS

@Haypsych
www.halopsychology.com

1 PREPARATION IS KEY.

- IT CAN BE HELPFUL TO JOT DOWN KEY POINTS IN PRIORITY ORDER IN ADVANCE.
- YOU'LL BE LESS LIKELY TO BE THROWN OFF COURSE.



THE TYPE OF SPACE YOU USE CAN HAVE AN IMPACT ON HOW THE CONVERSATION GOES. IDEAS:

- PRIVATE MEETING ROOM
- LOCAL COFFEE SHOP
- WALK AND TALK
- SIT IN LOCAL PARK



4 ENVIRONMENT IS IMPORTANT

2 PRACTICE MAKES PERFECT

HAVE A DRY-RUN WITH A TRUSTED COLLEAGUE OR YOUR COACH. THIS CAN HELP:

- REDUCE YOUR FEAR
- GIVE YOU FEEDBACK ON YOUR STYLE
- HONE YOUR MESSAGE



- WHEN YOU'VE SAID YOUR INITIAL PIECE THEN STOP.
- ALLOW THE OTHER PERSON TO REFLECT AND TAKE IT IN.
- IF YOU FIND IT DIFFICULT, PUT A REMINDER TO YOURSELF, SUCH AS A POST-IT WITH THE WORD 'QUIET!'

5 SILENCE IS GOLDEN



3 SPECIFICS ARE IMPORTANT

- HAVE ONE OR TWO DETAILED EXAMPLES TO ADD WEIGHT TO THE POINT YOU'RE MAKING.
- THESE SHOULD BE RECENT AND FIRST-HAND ACCOUNTS



HOW WOULD YOU FEEL TO HEAR THE FEEDBACK YOU HAVE TO GIVE? WHAT WOULD MAKE IT EASIER FOR YOU TO ACCEPT?



PUT YOURSELF IN

6 THEIR SHOES

"Seek to understand in order to be understood"
-STEPHEN COVEY